

DOCKET INDEX
UNLIMITED DESIGNS VS. QUESTAR
FORMAL COMPLAINT

DOCKET# 08-057-06	In the Matter: the Formal Complaint of Unlimited Designs Against Questar Gas Company	56629
Date	Description	SS#
March 17, 2008	Formal Complaint * Exhibit A	f:h:c\08-057- 06\031708fc f:h:c\08-057- 06\031708fc exA.pdf
March 17, 2008	Action Request, Due: April 16, 2008	56628

ACTION REQUEST

Date: March 17, 2008

FROM: Public Service Commission

Due: 04/16/08

SUBJECT: Formal Complaint: Unlimited Designs vs. Questar Gas Company; 08-057-06

(Company Name, Case Number, etc.)

This is a request for the Division to conduct:

_____ Review Tariff Compliance

_____ Analysis of Complaint

_____ Investigation

 X Other

EXPLANATION AND STATEMENT OF ISSUES TO BE ADDRESSED

03/17/08

08-057-06

(1) FORMAL COMPLAINT In the Matter of the Formal Complaint of Unlimited Designs
Against Questar Gas Company

COMPLAINT FORM

PUBLIC SERVICE COMMISSION

Heber M. Wells State Office Building

160 East 300 South, Floor 17 A 9:06

Box 45585

Salt Lake City, Utah 84145

149541

1. Name of Complaint: Unlimited Designs
- Address: 11075 S. State, Suite 30, Sandy, UT 84070
- Telephone No.: 801-990-1790
- The utility being complained against is: Questar Gas

2. What did the utility do which you (the Complainant) think is illegal, unjust, or improper? Include exact dates, times, locations and persons involved, as closely as you can. [REDACTED]

Questar sent Unlimited Designs the attached February 15, 2008 Letter. The letter claims that their equipment has been under reporting gas used by meter #1 for at least two years. How are we to know if this really did happen?

3. Why do you (the Complainant) think these activities are illegal, unjust or improper? _____

After I requested proof, Questar sent the attached March 3, 2008 Letter. This letter offers no tangible proof that we used more gas than we have been billed each month the last two years.

4. What relief does the Complainant request? In August 2006 Meter #2 at the same location was replaced. Questar had a obligation to check other Meters for proper operation at that time and failed to do so. Consequently, we are requesting that Questar Gas remove the \$699.49 Corrections and \$90.79 Adjustments from our Account.

5. Signature of Complainant [REDACTED]

Dated: 3-14-2008



Questar Gas Company

1140 West 200 South

P.O. Box 45360

Salt Lake City, UT 84145-0360

Tel 801 324 5555

February 15, 2008

Unlimited Design
11075 S State St #30
Sandy UT 84070

Re: Account # [REDACTED]

Dear Customer,

It has come to our attention that the radio transponder attached to the meter serving your property at [REDACTED], Salt Lake City, Utah, has been reporting your gas usage incorrectly. While the meter has been accurately measuring your gas usage, the information sent by the radio transponder was in error. The radio transponder has been replaced.

This problem has caused an under-collection on your account. As a result, a debit has been made on your bill to reflect the correct billing for the natural gas used. You may choose to pay this, interest-free, over (24) months. A monthly payment on this amount will be required.

We apologize for any inconvenience this may have caused. If you would like to make monthly payment arrangements, or have any questions, please contact me as soon as possible at (801) 324-3981 or (800) 323-5517, ext. 3981.

Sincerely,

Janet Urry
Billing Analyst

UNLIMITED DESIGN
11075 S STATE ST #30
SANDY UT 84070

QUESTAR GAS COMPANY

CUSTOMER ACCOUNT ITEMIZATION

NAME Unlimited Design

ACCOUNT [REDACTED]

Originally Billed			Corrected Billing			Difference
Date	CCF	Amount	Date	CCF	Amount	
02/03/06	109	\$111.58	02/03/06	218	\$217.83	\$106.25
03/06/06	96	\$95.67	03/06/06	192	\$186.27	\$90.60
04/07/06	17	\$20.34	04/07/06	34	\$35.64	\$15.30
05/08/06	0	\$5.30	05/08/06	0	\$5.30	\$0.00
06/08/06	0	\$5.30	06/08/06	0	\$5.30	\$0.00
07/10/06	0	\$5.30	07/10/06	0	\$5.30	\$0.00
08/04/06	0	\$5.30	08/04/06	0	\$5.30	\$0.00
09/07/06	4	\$8.52	09/07/06	8	\$11.74	\$3.22
10/05/06	38	\$35.96	10/05/06	76	\$66.62	\$30.66
11/03/06	69	\$62.23	11/03/06	138	\$119.20	\$56.97
12/07/06	99	\$86.75	12/07/06	198	\$168.37	\$81.62
01/08/07	138	\$114.49	01/08/07	276	\$223.77	\$109.28
02/06/07	79	\$71.87	02/06/07	158	\$138.43	\$66.56
03/06/07	23	\$25.59	03/06/07	46	\$45.85	\$20.26
04/09/07	11	\$13.58	04/09/07	22	\$21.83	\$8.25
05/04/07	1	\$6.10	05/04/07	2	\$6.91	\$0.81
06/06/07	0	\$5.30	06/06/07	0	\$5.30	\$0.00
07/06/07	0	\$5.30	07/06/07	0	\$5.30	\$0.00
08/07/07	0	\$5.30	08/07/07	0	\$5.30	\$0.00
09/10/07	0	\$5.30	09/10/07	0	\$5.30	\$0.00
10/04/07	13	\$14.78	10/04/07	26	\$24.24	\$9.46
11/07/07	48	\$41.84	11/07/07	96	\$78.31	\$36.47
12/07/07	87	\$69.09	12/07/07	174	\$132.87	\$63.78
01/07/08	120	\$92.44	01/07/08	240	\$179.61	\$87.17
TOTAL	952	\$913.23		1904	\$1,699.89	\$786.66

- 6250.0



Questar Gas Company
1140 West 200 South
P.O. Box 45360
Salt Lake City, UT 84145-0360

Consumer Affairs

March 3, 2008

[REDACTED]
Unlimited Design
11075 S State St #30
Sandy, UT 84070

RECEIVED
MAR 04 2008

BY: [REDACTED]

RE: [REDACTED]

Dear [REDACTED]:

This letter is in response to your recent call to the Division of Public Utilities regarding your gas service at the above address. I appreciate the opportunity to respond to your concerns.

In reference to the billing adjustment for meter #2; in August 2006 it was discovered that the drive shaft on the meter / transponder was broken. This interrupts the recording of gas usage either partially or completely. The billing correction for a non-registering meter is a 3-month adjustment. Based on the previous year's usage from 04/08/05 to 07/06/05 of 446.9 decatherms, you were rebilled. I've enclosed a copy of the original billing and the corrected billing. After your call to our office on 08/14/06, a technician rechecked meter #2 and found it was operating correctly. Because the gas usage continued at a lower than normal rate, the billing representative made the decision to remove the 3-month corrected usage and restore the original usage. You're mistaken in your statement that you "paid additional charges going back two years on meter #2".

On 02/08/08, during a routine inspection of the gas meter and transponder, it was discovered that the meter index read 1289 and the transponder read was 9593. The difference, 1,696 CCF of gas, had gone through your meter but had not been billed. It's important that you understand that the transponder wasn't "defective or malfunctioning". When the transponder was installed, the counting mechanism was set incorrectly and the transponder was only recording half of the actual usage each month. The transponder has been reprogrammed and will now record gas usage at the same rate as the meter index. During the time when the transponder was under-recording the gas usage; the meter index continued to record accurately. Unfortunately, with the introduction of new technology, there often are a small number of unanticipated problems. As this came to our attention, we've stepped up inspections in an effort to identify any existing errors as quickly as possible.

March 3, 2008

Frank Evans

Page 2

The Public Service Commission Rules allow Questar Gas Company to correct the billing for 24 months in the case of underbilling. We corrected the bills from January 2006 through January 2008. The account holder is entitled to the same amount of time, 24 months, to pay for the billing adjustment. If you would prefer to pay the debit adjustment of \$786.66 over 24 months, the installment amount would be \$33.00 – with a final installment of \$27.66.

I apologize for the inconvenience this has caused you. I had all three of your meters checked again on Friday, March 1st and they're recording accurately. If you have further questions, you may contact me directly at (801) 324-3310.

Sincerely,



Linda Kizerian
Consumer Affairs

Cc: Division of Public Utilities
Enclosures

Unlimited Design [REDACTED]
[REDACTED]**ORIGINALLY BILLED**

DATE	CCF	DECATHERMS	SERVICE AMT
04/07/06			
05/08/06		117.8	\$1,055.89
06/08/06		28.4	\$317.72
07/10/06		2.5	\$24.82
TOTAL		148.7	\$ 1,398.43

CORRECTED BILLING

DATE	CCF	DECATHERMS	SERVICE AMT
04/07/06			
05/08/06		219.5	\$1,902.97
06/08/06		67.1	\$651.70
07/10/06		9.7	\$124.11
TOTAL		296.3	\$ 2,678.78

A. Uniform System of Accounts -- The Commission adopts 18 CFR 201, incorporated by this reference, as the uniform system of accounts for gas utilities subject to Commission jurisdiction. Utilities shall use this system.

B. Uniform List of Retirement Units of Property -- The Commission adopts 18 CFR 216, incorporated by this reference, as the schedule to be used in conjunction with the uniform system of accounts in accounting for additions to and retirements of gas plant. Utilities subject to Commission jurisdiction shall use this schedule.

R746-320-8. Billing Adjustments.

A. Definitions --

1. A "backbill" is that portion of a bill, other than a levelized bill, which represents charges not previously billed for service that was actually delivered to the customer before the current billing cycle.

2. A "catch-up bill" is a bill based on an actual reading provided after one or more bills based on estimated or customer readings. A catch-up bill which exceeds by 50 percent or more the bill that would have been provided under a utility's standard estimation program is presumed to be a backbill.

B. Notice -- The account holder may be notified by mail, by phone, or by a personal visit, of the reason for the backbill. This notification shall be followed by, or include, a written explanation of the reason for the backbill that shall be received by the customer before the due date and be sufficiently detailed to apprise the customer of the circumstances, error or condition that caused the underbilling, and, if the backbill covers more than a 24-month period, a statement setting forth the reasons the utility did not limit the backbill under Subsection R746-320-8(D).

C. Limitations on Providing a Backbill -- A utility shall not provide a backbill more than three months after the utility actually became aware of the circumstance, error, or condition that caused the underbilling and the correct calculation to be used in the backbill has been determined. This limitation does not apply to fraud, theft of service, and denial of access to meter situations.

D. Limitations of the Period for Backbilling --

1. A utility shall not bill a customer for service provided more than 24 months before the utility actually became aware of the circumstance, error, or condition that caused the underbilling or that the original billing was incorrect. In the case of a crossed meter condition, the period covered by the backbill may not exceed six months.

2. When there is customer fraud, theft of service, or denial of access to the meter, the utility shall estimate a bill for the period over which the fraud or theft was perpetrated or that denial of access occurred. The time limitations of Subsection R746-320-8(D)(1) do not apply to customer fraud or theft situations.

3. In the case of a backbill for Utah sales taxes not previously billed, the period covered by the backbill shall not exceed the period for which the utility is assessed a sales tax deficiency.

E. Payment Period and Interest -- A utility shall permit the customer to make arrangements to pay a backbill without interest over a time period at least equal in length to the time period over which the backbill was assessed. However, interest will be assessed at the rate applied to past due accounts on amounts not timely paid in accordance with the established arrangements. If the utility has demonstrated that the customer knew or reasonably should have known that the original billing was incorrect or in the case where there has been fraud or theft, interest will be assessed from the time the original payment was due.

R746-320-9. Overbilling.

A. Standards and Criteria for Overbilling -- Billing under the following conditions constitutes overbilling:

1. a meter registering more than three percent fast, or a defective meter;
2. use of an incorrect heat value multiplier;
3. incorrect service classification, if the information supplied by the customer was not erroneous or deficient;
4. billing based on a crossed meter condition where the customer is billed on the incorrect meter;
5. meter turnover, or billing for a complete revolution of a meter which did not occur;
6. a delay in refunding payment to a customer pursuant to rules providing for refunds for line extensions;



Unlimited Design

Account: [REDACTED]

Page 1 of 2

09123

Your previous balance was not received prior to last month's due date. Payment is due before the past due date. Thank you if your payment has been made.

Account Summary as of: February 8, 2008

Previous Balance Due - 01/29/2008	9,079.04
Payment Received - 2/5/2008	-9,079.04
Current Charges - Gas Service	9,087.17
Corrections	699.49
Adjustments	90.78

Total Amount Due Upon Receipt	\$ 9,877.44
--------------------------------------	--------------------

1% monthly interest (12% annually) charged on balance on or after 03/03/2008.

Service Address: [REDACTED]

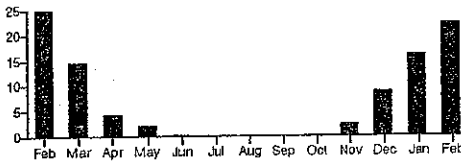
0.000000 0.017420 1087.340000 1260.000000

Commercial Gas Service UTGS1 Rate

Service Agreement: [REDACTED]

Comparison	Last Year	This Year
Decatherms/Day	0.88	0.71
Dollars/Day	\$7.72	\$5.79

DTH Usage History

**Service from 1/8/2008 - 2/7/2008**

Charge for Gas Used (Avg cost per DTH \$ (7.40135))	164.31
Basic Service Fee Total	5.00
Franchise Fee (2%)(Salt Lake City)	3.39
Municipal Energy Tax (4%)(Salt Lake City)	6.91
Current Gas Billing	179.61

6250.0



27430

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference		Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading					
[REDACTED]	2/7/2008	1285	1/7/2008	1045	31	240	CCF	0.092333	22.2

Adjustments

2/4/2008 Interest on unpaid previous balance

\$ 0.69

RECEIVED
FEB 20 2008

BY: _____

Questions, comments or mailing address corrections?

Call Questar Gas weekdays 7am-7pm (see back of page for details) or visit our Web site: www.questargas.com

Please write your account number on your check and return this portion with your payment.



Account	Current Charges Past Due After	Total Amount Due	Amount Enclosed
[REDACTED]	3/3/2008	\$9,877.44	9,087.17

Questar Gas Company
PO Box 45841
Salt Lake City, UT 84139-0001



#BWNJVBUKUTO**SCH 5-DIGIT 84070
000038903 01 AV 0.312
Unlimited Design
11075 S STATE ST STE 30
SANDY UT 84070-5129

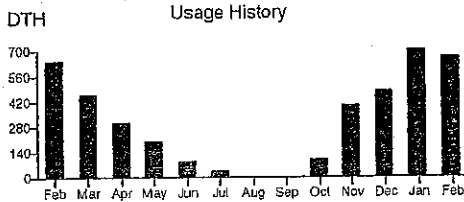
Sign me up for a monthly
REACH donation of: \$ _____

Service Address: [REDACTED]
0.712952 0.525297 1087.340000 1260.000000

Commercial Gas Service UTGS1 Rate

Service Agreement: [REDACTED]

Comparison	Last Year	This Year
Decatherms/Day	22.25	21.37
Dollars/Day	\$171.81	\$147.65



Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
[REDACTED]	2/7/2008	5457	1/7/2008	98281	31	7176 CCF	0.092333	662.6

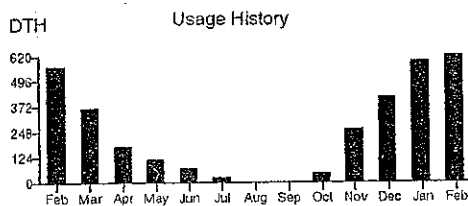
Adjustments
2/4/2008 Interest on unpaid previous balance \$ 48.63

Service Address: [REDACTED]
0.000000 0.492810 1087.340000 1260.000000

Commercial Gas Service UTGS1 Rate

Service Agreement: [REDACTED]

Comparison	Last Year	This Year
Decatherms/Day	19.57	20.03
Dollars/Day	\$152.64	\$139.69



Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
[REDACTED]	2/7/2008	6018	1/7/2008	99	31	5919 CCF	0.104906	620.9

Adjustments
2/4/2008 Interest on unpaid previous balance \$ 41.46

Service from 1/8/2008 - 2/7/2008

Charge for Gas Used (Avg cost per DTH \$ (6.48027)) 4,293.83
Basic Service Fee Total 21.00
Franchise Fee (2%)(Salt Lake City) 86.30
Municipal Energy Tax (4%)(Salt Lake City) 176.05
Current Gas Billing 6250.6 4,577.18

Service from 1/8/2008 - 2/7/2008

Charge for Gas Used (Avg cost per DTH \$ (6.48605)) 4,027.19
Basic Service Fee Total 55.00
Franchise Fee (2%)(Salt Lake City) 81.64
Municipal Energy Tax (4%)(Salt Lake City) 166.55
Current Gas Billing 4,330.38

15% 6250.2 649.56
40% 6250.3 1,732.15
45% 6250.4 1,948.67

INFORMAL COMPLAINT

Complaint #

1145

New



Add Company

Utility Company Questar Gas

CUSTOMER INFORMATION

Customer Name: Unlimited Design

Phone Number: (801) 990-1790

Other Contact Info: [REDACTED]

Other Phone: [REDACTED]

Account Number: [REDACTED]

Email Address: [REDACTED]

Customer Address: [REDACTED]

OK to Release: ☐

Customer Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

COMPLAINT INFORMATION

Complaint Type: Meter Problems / Reads

Date Received

2 / 27 / 2008

Date Closed:

3 / 3 / 2008

Complaint Received By: Rea

DPU Analyst Assigned: [REDACTED]

Utility Company Analyst: [REDACTED]

Company at Fault: ☐

Complaint Description:

Actual Slam Case: ☐

Actual Cram Case: ☐

[REDACTED] stated that they were notified there was a problem on a transponder and they received a back bill. This is not the first time this has happened. In 2006 they were notified the transponder on one of their meters was not working. They paid additional charges going back two years on Meter #2. This is happening again, only now it is meter #1. [REDACTED] is very upset that they did not check all of his meters at the same time. He questioned the girl if they had checked the third meter but she did not answer. This is wrong. If Questar cannot install equipment and check it at the time of installation or shortly thereafter to make sure it is working - customers should not be continually penalized.

Complaint Response:

Attached is the letter that I sent to [REDACTED]. I think the letter explains everything, however, I also attached the billing correction that was done in 2006. The original billing was restored, so it's really not important. If you have any questions, let me know. Completed by Linda Kizerian on 3/3/08.

March 3, 2008

[REDACTED]
Unlimited Design
11075 S State St #30
Sandy, UT 84070

RE: [REDACTED]

Dear [REDACTED]:

This letter is in response to your recent call to the Division of Public Utilities regarding your gas service at the above address. I appreciate the opportunity to respond to your concerns.

In reference to the billing adjustment for meter #2; in August 2006 it was discovered that the drive shaft on the meter / transponder was broken. This interrupts the recording of gas usage either partially or completely. The billing correction for a non-registering meter is a 3-month adjustment. Based on the previous year's usage from 04/08/05 to 07/06/05 of 446.9 decatherms, you were rebilled. I've enclosed a copy of the original billing and the corrected billing. After your call to our office on 08/14/06, a technician rechecked meter #2 and found it was operating correctly. Because the gas usage continued at a lower than normal rate, the billing

representative made the decision to remove the 3-month corrected usage and restore the original usage. You're mistaken in your statement that you "paid additional charges going back two years on meter #2".

On 02/08/08, during a routine inspection of the gas meter and transponder, it was discovered that the meter index read 1289 and the transponder read was 9593. The difference, 1,696 CCF of gas, had gone through your meter but had not been billed. It's important that you understand that the transponder wasn't "defective or malfunctioning". When the transponder was installed, the counting mechanism was set incorrectly and the transponder was only recording half of the actual usage each month. The transponder has been reprogrammed and will now record gas usage at the same rate as the meter index. During the time when the transponder was under-recording the gas usage; the meter index continued to record accurately. Unfortunately, with the introduction of new technology, there often are a small number of unanticipated problems. As this came to our attention, we've stepped up inspections in an effort to identify any existing errors as quickly as possible.

March 3, 2008

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Sincerely,

Linda Kizerian
Consumer Affairs

Additional Information:

